



# A Children's Guide: How to complain



## Have we got things wrong?

### *A children's guide to how to complain*

*(You might like to have a grown-up with you when you read this leaflet.)*

Adoption Matters Northwest tries to help the children and parents we work with, to make their lives happier and to treat everyone well. We try to do our best for people, but sometimes we do get things wrong. If we have, tell us and we will try to sort it out for you.

You could tell your social worker, or write to them.

If you don't want to do this, or they don't put things right for you and things still feel unfair, you can write to or phone their boss (Team Manager).

If the Team Manager doesn't sort things out for you, or you are complaining about them, you can write to their boss (the Chief Executive).



If the Chief Executive doesn't sort things out for you, or if you are complaining about him, you can write to the Board members. They will find you someone to talk to who doesn't work for Adoption Matters Northwest (an independent person). This person will then talk to the Board members. The Board members will then write to you. They will tell you what they think and what they will do about your complaint.

**All these people should not take any longer than 28 days to deal with your complaint.**

If you are still not happy, you can write to or ask to meet with three Board members and they will make a final decision.



The names & addresses of these people are:

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Tel: .....
- ◆ .....  
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You can also write to Ofsted. They don't work for Adoption Matters Northwest. Their job is to look at the work we do at Adoption Matters Northwest to make sure we do it properly and treat people well.

Their address is:

Ofsted

National Business Unit

Royal Exchange Buildings

St Anne's Square

Manchester M2 7LA

Tel: 08456 404040

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

If you live in England you can write to the Children's Rights Director. His job is to listen to children and make sure that people treat them fairly.

He is called **Roger Morgan**.

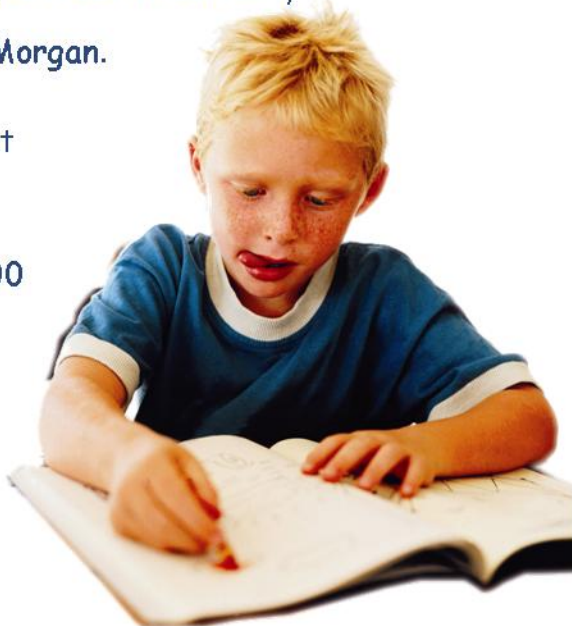
His address is:

33 Grey Coat Street

London

SW1 2QF

Tel: 0207 979 2000



If you live in Wales you can write instead to:

Care Standards Inspectorate for Wales

National Office, 4-5 Charnwood Court

Heol

Billingsley

Parc Nantgarw

Nantgarw,

CF15 7QZ

Tel: 01443 848450

[www.csiw.wales.gov.uk](http://www.csiw.wales.gov.uk)

**You can ask a grown up you trust to help you complain.**

You can ask us for an advocate. They don't work for Adoption Matters Northwest and can help you to tell people what you are thinking and feeling.

We promise not to make things difficult for you if you do complain and we won't tell anyone else about your complaint. Getting it right is important to us and hopefully we can sort it out together.

If you have a computer with the internet, you can go to: [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

You can also get some more information and support by visiting [www.rights4me.org](http://www.rights4me.org)

## Other Useful Addresses

**Talk Adoption** (freephone): 0808 808 1234

E-mail: [actionline@talkadoption.org.uk](mailto:actionline@talkadoption.org.uk)

Forums: [www.afteradoption.org.uk/bulletinboard](http://www.afteradoption.org.uk/bulletinboard)

**Childline** (helpline freephone): 0800 1111

[www.childline.co.uk](http://www.childline.co.uk)

**National Youth Advocacy Service** (Helpline): 0800 616101

90-105 Argyll St, Birkenhead, Wirral, CH41 6AD

E-mail: [help@nyas.net](mailto:help@nyas.net)

0151 649 8700

**Children's Legal Centre** (Freephone) 01206 873820

[www.childrenlegalcentre.com](http://www.childrenlegalcentre.com)

If you need this leaflet available in another language or format please contact:

Adoption Matters Northwest

14 Liverpool Road

Chester

CH2 1AE

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Tel: 01244 390938 • Fax: 01244 390067

E-mail: [info@adoptionmattersnw.org](mailto:info@adoptionmattersnw.org)

Website: [www.adoptionmattersnw.org](http://www.adoptionmattersnw.org)

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**All children depicted in our literature are models**

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